

**U.S Consulate General, Peshawar**  
Peshawar, Pakistan  
Date: January 27, 2019

To: Offerer

Request Number: PR8827652

From: Contracting Officer  
General Service Office  
U.S. Consulate General  
11 General Hospital Road,  
Peshawar Cantonment  
[kamala@state.gov](mailto:kamala@state.gov); [peshawarprocurement@state.gov](mailto:peshawarprocurement@state.gov)

Subject: Hiring of English Language Teacher (ELT) PR8827652

**SCOPE OF WORK**

**1. GENERAL:**

The service provider shall provide services of teaching English language to locally employed Pakistani personnel.

**2. LOCATION:**

The work/service location is at U.S. Consulate General, Peshawar.

**3. GENERAL REQUIREMENTS:**

3.1 The service provider shall provide services of teaching English language to locally employed Pakistani personnel.

3.2 The instructors shall focus on the students' professional needs as they interact with their English-speaking colleagues. The service provider shall deliver the instruction to include the development of speaking, listening, and reading skills to adequately carry out the students' specific job requirements. All instruction shall include job-related language terminology and usage within the designated field of interest. The service provider shall use the below language skill descriptions as instructional goals. The service provider should employ a full time Quality Control Manager who can communicate effectively in English unless one of the instructors is assigned this role.

3.3 The service provider shall provide standard beginner, intermediate, higher intermediate, and advanced language training courses based on language skill descriptions below.

### Beginner English Outcomes

- Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, local geography, employment).
- Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
- Can describe in simple terms aspects of their background, immediate environment and matters in areas of immediate need.

### Intermediate English Outcomes

- Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
- Can produce simple connected text on topics that are familiar or of personal interest.
- Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

### Higher Intermediate English Outcomes

- Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialization.
- Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
- Can produce clear, detailed text on a wide range of subjects and explain a view point on a topical issue giving the advantages and disadvantages of various options.

### Advanced English Outcomes

- Can understand a wide range of demanding, longer clauses, and recognize implicit meaning.
- Can express ideas fluently and spontaneously without much obvious searching for expressions.
- Can use language flexibly and effectively for social and professional purposes.
- Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.

3.4 The instructors shall be required to develop appropriate testing and training materials and corresponding teaching aids for the course that will run for ten-week periods throughout the year.

3.5 The service provider shall also provide guided study, language coaching and section specific language training, e.g., motor pool, facilities management, as well as topic-specific language training, e.g., media, presentations, or writing for business.

3.6 Service providers shall provide core training materials such as textbooks and workbooks for use by students to support the training curriculum. Materials must be approved by the U.S Consulate General Peshawar before purchase.

3.7 Sessions shall be 50 minutes in length and shall be scheduled between Monday and Friday from 8:30 AM and 5:00 PM. Between one (01) and twenty (20) students will be part of any class (beginner, intermediate, high intermediate and advanced), unless a change in class size is mutually agreed upon by service provider and the U.S. Consulate General Peshawar.

3.8 There will be a maximum of three different classroom sessions per instructor on any given day. The times will be at the same time each week but may be cancelled by the consulate due to local or American holidays, or other times at the Consulate's discretion. If the instructor is unable to class, s/he will provide a substitute. The teacher may not use a substitute more than six days in one year.

3.9 The U.S. Consulate General Peshawar requires that the instructors be present on the compound between the hours of 8:30 AM to 5:00 PM for instruction, lesson preparation, materials development, and student counseling. Prior to each session, there will be an additional 30 minutes allocated for preparation time.

#### **4. PERIOD OF PERFORMANCE**

The term of the contract will be for one base year with the option to extend for four, one-year, optional periods.

#### **5. GOVERNMENT FURNISHED PROPERTY**

The Service provider shall provide any additional materials needed for use during sessions to include newspapers, magazines, and dictionaries for use by students. At a minimum, there will be enough English-language newspapers or magazines in a class for each student to have an individual copy. These materials should be refreshed at least once per month to provide new opportunities for learning. There should be at least one dictionary available for every four students.

The U.S. Consulate General Peshawar shall provide all necessary site support materials and equipment, including items such as:

- Expendable and non-expendable supplies;
- Multimedia equipment: TV and DVD player;
- Expendable/consumable classroom supplies (i.e., paper, pencils, pens, markers and binders);
- Classroom equipped with classroom furniture for up to 25 students; flip chart and easel; white board and erasable markers and a bookcase;
- Office supplies required for instructions needs and classroom use.

The U.S. Consulate General, Peshawar shall replenish such expendable/consumable items as needed to provide for the performance of the work. Government-furnished property shall not be removed from the classroom area without written permission from the U.S. Consulate General Peshawar.

#### **6. SPECIFIC TASKS**

Specifically, the service provider shall provide instructor(s) who meet the following qualifications.

- An educational qualification of a Bachelor's degree with a minimum of three years' experience teaching English language in a classroom setting to adult students.
- Two references should be provided for each instructor assigned by the service provider. The HR Office will verify academic degrees, qualifications, and check references of the proposed instructors.
- Instructors designated must be well-versed in English language skills (to FSI Scale level III), i.e., Good working knowledge: Instructors must be able to read and understand e.g. regulations, instructions and related material concerning the field of work and able to prepare correspondence and standardized reports. Must be able to communicate effectively with staff in the English language.
- Instructors who are well-versed in all topics to be covered, are encouraging, supportive, approachable, capable of answering in-depth questions on each topic, who will provide the required lessons as per set objectives and goals of the English Language Program, explain things clearly, and be well-prepared.
- Designated instructors must be proficient in the use of MS Office, Internet, use of browser, search engines, emails, Skype and other related software packages.
- The instructors will design an induction class for introductions to self, program implementation, course objectives and the course material. They will be responsible for developing the timetable of classes and

keeping the classroom organized and conducive to learning. Similarly, they will organize an end of session or graduation ceremony for students.

- The instructors will be required to provide performance related feedback and identify/recommend additional resources to each of the students. They will be required to provide initial enrollment reports, final course completion reports, student retention/turnover reports and ad hoc reports; e.g., program improvement, lessons learned, etc., on an as-needed basis. Instructors must be organized in overall program administration.
- The service provider shall provide instructor(s) who will address the language needs of individuals and/or groups attending the language training; and as required, a) assign homework tasks and b) prepare supplementary materials to enhance learning and complement the training texts.
- The service provider shall provide English language instruction at the firm, per hour rate as determined by the contract. The objective of each training module or lesson is to prepare all students as efficiently and effectively as possible to accomplish the goals of the training. The service provider shall provide the appropriate number of qualified instructor(s) to efficiently cover the work load. The service provider should plan to conduct a minimum of 02 sessions per week to teach speaking, reading, and writing instruction to three different classes (beginner, intermediate, and advanced) for 50 minutes per class. The actual number of sessions and final schedule will be determined by enrollment and initial self-assessments by students.

## **7. TESTING AND RECOMMENDATIONS**

### **7.1 Evaluation of Learning**

Evaluation of learning should be made an essential part of the learning and teaching experience. Assessment helps students, teachers and the U.S. Consulate General Peshawar to recognize progress being made in learning and to improve teaching. Evaluation of learning is an ongoing process; it should take place before placing a learner into a course, during the learning process and again once the learner comes to the end of a course. The service provider shall administer tests on knowledge and proficiency as a required element of evaluation the student's progress in the training module or lesson. The service provider shall provide these tests periodically to:

- Initially assess language ability
- Determine the student's progress in training; pre and post self-assessment
- Identify areas of weakness where supplemental training may be needed
- Quantify the student's current level of knowledge and proficiency

Initial testing will be used to establish a baseline for measurement of knowledge and proficiency of each student and may be used in a predictive manner to facilitate personal training planning. The service provider shall develop these tests and ensure transparent implementation. Students must score 80% or higher on curriculum-based exams in order to receive a certificate and pass to the next level of instruction.

### **7.2 Student Progress Documentation and Training Recommendations**

The service provider's instructor(s) shall be responsible for documenting each student's progress in training, and for preparing a training recommendation for each student. The student's progress will be reported to the student when requested. The instructor will document the student's progress as measured performance under each lesson module. The service provider shall prepare training recommendations that state specific plans for remedial, or supplementary use of supportive training materials, or use of tutoring and personalized training techniques.

### **7.3 Student Counseling**

The service provider's instructor(s) shall be responsible for counseling each student about the student's performance, and for preparing and discussing with the student any corrective actions or assignments on an as-needed basis. The counseling sessions should result in specific tasking for remedial or supplementary use of training materials or tutoring and personalized training techniques.

## **8. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP).**

### **8.1 Surveillance**

The U.S Consulate General Peshawar Contracting Officer's Representative (COR) will receive and document all complaints from Consulate personnel regarding the services provided. When appropriate, the COR will send the complaints to the service provider for corrective action.

### **8.2 Standard**

The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

### **8.3 Procedures**

- (a) If any Government personnel either observed unacceptable services, incomplete work or required services not being performed they should immediately contact the COR.
- (b) The COR will complete appropriate documentation to record the complaint.
- (c) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
- (d) If the COR determines the complaint is valid, the COR will inform the Service provider and give the Service provider additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.
- (e) The COR shall, as a minimum, orally notify the Service provider of any valid complaints.
- (f) If the Service provider disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Service provider will notify the COR. The COR will review the matter to determine the validity of the complaint.
- (g) The COR will consider complaints as resolved unless notified otherwise by the complainant.
- (h) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

## 9. TERMS & CONDITIONS

### Inspection & Acceptance:

A Government representative will inspect the work/services delivered, to determine the quality and acceptability.

### Payment Terms:

Payment will be made monthly within 30 days through Electronic Funds Transfer (EFT) upon submission of legitimate invoice to Finance Office after satisfactory services.

### Submission of Invoice:

Each invoice shall include service provider, invoice number, purchase order number, date issued, brief description of work/services provided and signed by the signing authority.

Original invoice should be submitted to Finance Office, at address given below.

Finance Office  
US Consulate General,  
11 General Bakht Khan Road, Peshawar  
Or e-mail to: [peshawarfinance@state.gov](mailto:peshawarfinance@state.gov)  
CC: [peshawarprocurement@state.gov](mailto:peshawarprocurement@state.gov)

Although email is the preferred method, invoices may also be submitted by mail

Note: Service provider must write bank account detail on invoice when submitting to Finance Office.

For payment, related queries please contact [peshawarfinance@state.gov](mailto:peshawarfinance@state.gov)  
Contracting Officer takes no responsibility for payment and/or associated queries.

### Offer Due Date:

The institutions/individuals must submit their quotation (per hour rate) along with Curriculum Vitae (CV) of their teaching staff on or before COB February 04, 2020 via email to [Peshawarprocurement@state.gov](mailto:Peshawarprocurement@state.gov) or through courier service on the following address:

GSO Procurement Section  
US Consulate General,  
11 General Bakht Khan Road, Peshawar

Note: - Please provide reference of our RFQ **PR8827652** in all your correspondence.